

MXD3G User Manual

Revision 0

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Introduction

Congratulations! You have chosen the Mytrex MXD3G Personal Emergency Response System.

The MXD3G has been created to provide you comfort, reassurance, and peace of mind making it possible for help to be just a touch of a button away.

Pressing your waterproof personal help button (PHB) will immediately activate the MXD3G unit. Within seconds, your response center will be notified of your need for assistance. When a call for help is received, the response center's computers provide an attendant with all of your personal information. The attendant will talk to you through the MXD3G unit's speaker phone. The attendant will then telephone your family, friends, or emergency services based on the assistance needed. Even if you cannot hear or speak to the attendant, help will be summoned for you.

The MXD3G unit is fast and simple to install. Your service provider's representative may connect the MXD3G unit during an installation visit, you may elect to do it yourself, or you may ask a friend or relative to install it for you.

To ensure that you always receive the fastest response time possible, it is important that you notify your service provider of any changes that should be made to your personal account information. Your response center needs to be aware of changes to your address, telephone number, responder information, medical history, allergies, doctor information, hidden key location, and other information you wish to have on file.

Always wear your PHB!

Please contact your service provider if you have any questions or concerns after reading this manual.

Safety Information

- The MXD3G base unit must be placed indoors.
- To prevent damage to the MXD3G base unit, do not place the MXD3G base unit near any liquids.
- Do not spray or wipe cleaners directly on the MXD3G base unit. Extensive moisture can cause damage to the MXD3G unit.



- Do not abuse the power cord. Never carry the unit by the power cord or yank the cord to disconnect it from an electrical outlet. Instead, grasp the plug and pull to disconnect.

Features

Figure 1: Base Unit Top View

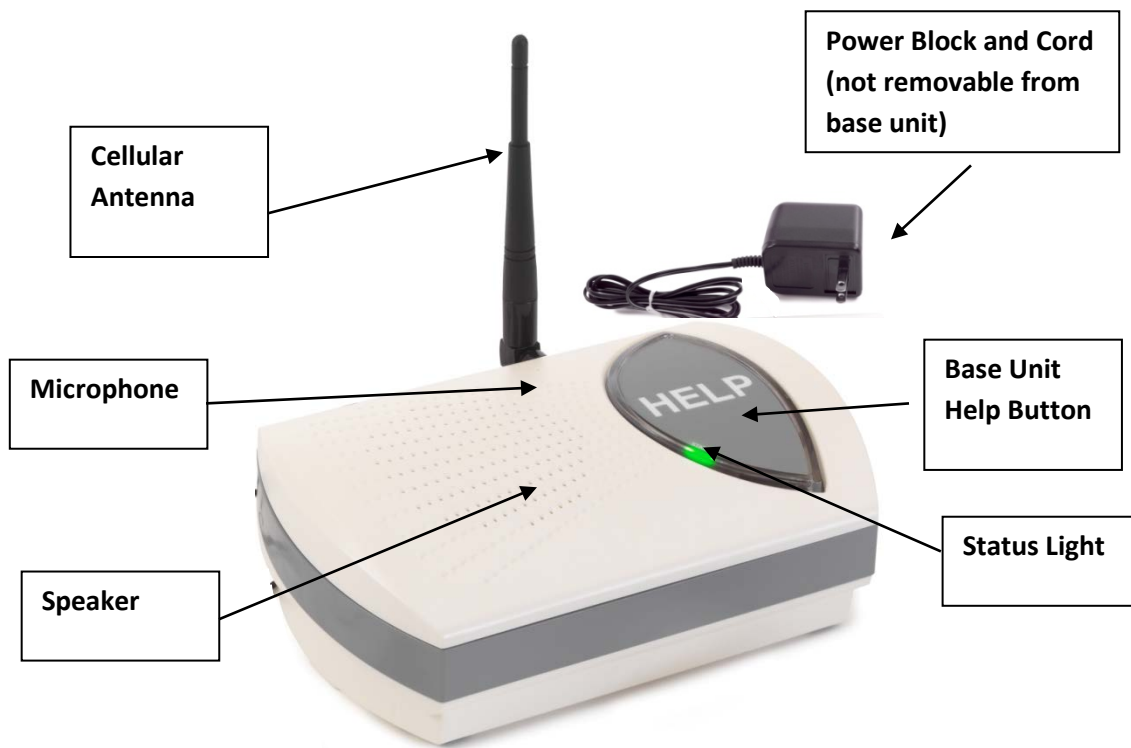


Figure 2: Base Unit Back View

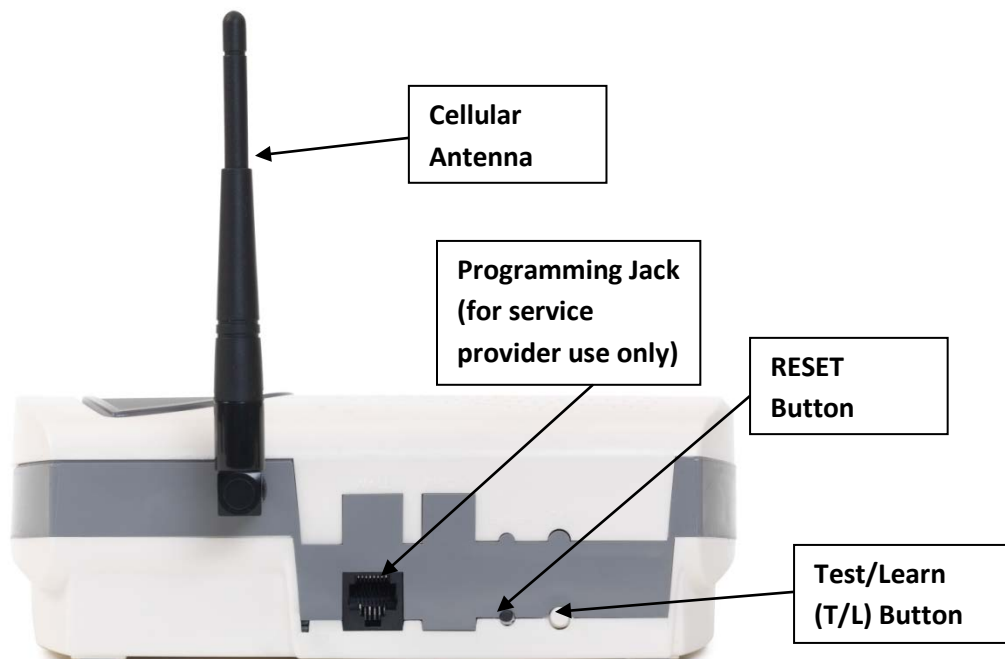
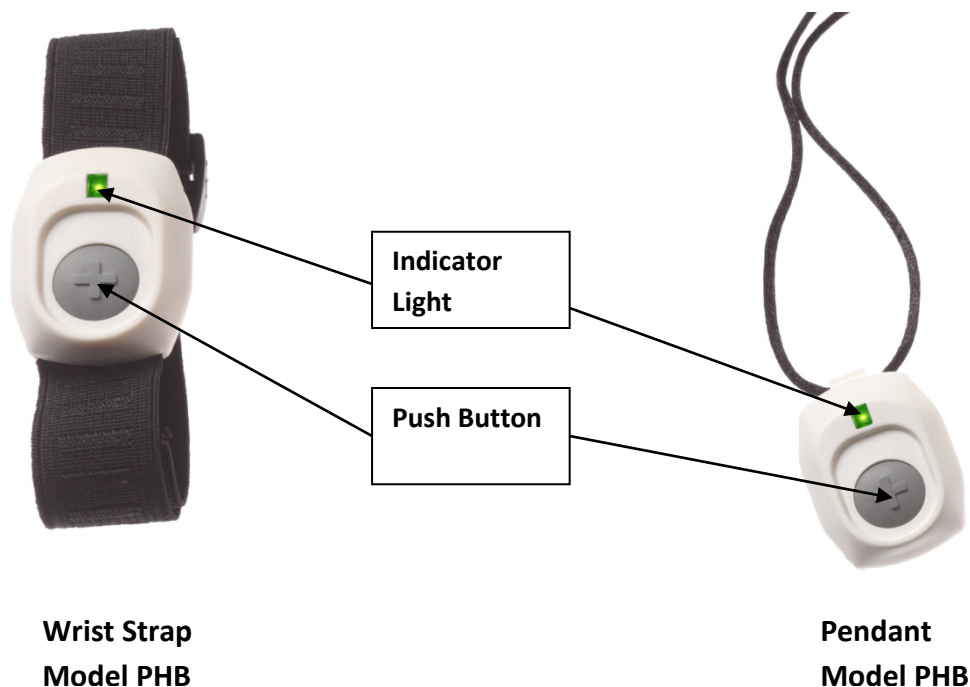


Figure 3: Personal Help Button (PHB)



Description of Features

Microphone and Speaker (Figure 1)

The microphone in your MXD3G unit is sensitive enough to hear voice communication around corners and in other rooms of your home. You do not need to be in the same room with the MXD3G unit for the response center to hear you! Your MXD3G unit's audio system is engineered to provide for an increase of up to 83 times the normal volume.

Control Buttons (Figure 2)

The Reset and Test Learn (T/L) buttons are placed on the back of the MXD3G. These two buttons and the base unit HELP button on the top of the unit are used to conduct range tests, turn off the MXD, program the MXD3G to recognize personal help buttons (PHBs), and for other uses. See pages **10 - 16**.

Two-Way Voice Communications

After connecting to the response center, your MXD3G unit shifts to a voice communication mode. The MXD3G usually operates in duplex mode, where both the attendant and you can talk at the same time. Some response centers can also place the MXD3G in simplex mode, and switch the unit between "talk" and "listen" modes. Simplex mode can greatly improve the clarity and range of communications between you and the attendant during certain situations.

Waterproof Personal Help Button (PHB) (Figure 3)

Your PHB may be worn as a necklace or a bracelet. Both styles are waterproof and should be worn in the bathtub and shower. Your PHB uses an indicator light to display the status of its internal battery. While your PHB is being pushed, a green light will indicate that the internal battery is good. A red light indicates that the internal battery may be weak.

Personal Help Button Performance

The MXD3G unit is equipped with a sophisticated receiver that is carefully matched to the PHB. The MXD3G unit can receive signals from the Personal Help Button when it is up to 600 feet away from the base unit.

Battery Monitoring

Your MXD3G unit is equipped with an internal rechargeable battery. The battery provides constant power to your MXD3G unit for up to 60 hours if power is lost. The MXD3G constantly monitors its battery condition when the unit is being powered by its battery.

Optional Features

Automatic Testing

Your MXD3G has the capability of being programmed to carry out automatic tests. Your service provider decides whether such tests will be conducted, their frequency and the type of tests to be done as part of the service that the provider offers. These tests may include automatic voice tests, during which the MXD3G sends a test signal to the response center and then connects you to an attendant. The MXD3G can also send an automatic dial test where the MXD3G "reports in" to the response center and then completes the call without switching to voice mode. Contact your service provider if you have questions about its testing policies.

Manual Testing

It is recommended that you test your unit manually at regular intervals, by pushing your PHB. We want you to be familiar and comfortable with your MXD3G and your monitoring center.

Additional PHBs

Your MXD3G unit can be programmed to respond to multiple PHBs. There are four PHB groups available in each MXD3G unit, and each group can remember and recognize up to four PHBs. Your MXD3G unit can be easily reprogrammed to respond to additional PHBs. Please see instructions on page **12** or contact your service provider.

AC Power Monitoring

Your MXD3G may be programmed to send automatic "AC Fail" and/or "AC Restore" messages to your response center. Contact your service provider for additional information.

Audible Alarm

Your MXD3G unit has an audible alarm that can be silenced for use in applications such as domestic violence or rape crisis situations. The audible alarm is normally enabled when the PHB is pressed.

Frequently Asked Questions

Does my response center provide 24-hour in home monitoring?

Most response centers provide 24-hour monitoring service. Contact your service provider if you have any questions.

How can the MXD3G help me to stay at my home and be safe?

Simply press your Personal Help Button (PHB) to activate your MXD3G unit at any time. You can also press the large HELP button on top of the base unit. The MXD3G allows you to call for help, even if you are alone and cannot reach or use the telephone. Simply press your PHB and your MXD3G unit will call the response center where your unit will be identified and connected to a trained attendant. Even if you cannot communicate with your response center, attendants are trained to treat every received alarm as a call for help until they are sure you are okay.

Is my MXD3G compatible with all cellular networks?

The MXD3G is only designed to operate with the AT&T 3G Cellular Network. It is not designed to work with any other cell network or with any land-line telephone service. Please contact your provider if your MXD3G does not find an AT&T cell signal or reports that the signal is weak.

Will my MXD3G unit affect my personal cell phone?

Your MXD3G unit uses its own dedicated cell phone account and telephone number, and will not interfere with any aspect of your own personal cell phone. You cannot plug any telephone handset or other cell phone into your MXD3G.

What if I am outside and you can't hear me?

An attendant will attempt to contact you over the MXD3G. If you do not respond the attendant will then follow your response center's procedures, such as calling your home telephone, your cell phone, listed responders in the order you have provided, or calling your local emergency services.

Is my Personal Help Button (PHB) waterproof?

Yes! Your PHB is waterproof and we encourage you to wear it in the bathtub or shower, because many accidents and medical problems occur in these places.

What happens to my service if I move or go away for a period of time?

Your MXD3G is a wireless device that can be easily moved and used in any location in which AT&T 3G cell service is available. However, it does **NOT** have GPS capabilities and **CANNOT** determine a user's location via signal transmission. Your Response Center's personnel rely on the accuracy of the information you provide to them and will direct Emergency Responders to the address they have on file. Therefore, you must notify your service provider promptly whenever you relocate your MXD3G unit. Before choosing the MXD3G for your medical alarm needs, it is extremely important that you initiate tests of the MXD3G with the base unit in the locations where you plan to use it, in order to determine that solid, repeatable cell service is present at all times.

Setting Up Your MXD3G

Your MXD3G allows you to request assistance 24 hours per day, seven days per week by simply pressing your Personal Help Button.

Figure 4: Box Contents

1. MXD3G All in One Cellular PERS device
2. 7-inch Cellular Antenna
3. Personal Help Button (PHB)
4. Quick Install Guide and User's Manual



** PHB also available as a wristband accessory. P/N: RA3TX-WRIST-DLR*

Installation Requirements

1. Your MXD3G must be registered with Telular before it is installed. Your service provider or installer should have registered the unit before delivering it to you. Please follow the directions carefully in Installation Step 4. If the unit continues to announce "Cell Module not activated" after completing all of the actions in Step 4, please contact your service provider for assistance.

Installation Steps

1. Plug the MXD3G power cube into an AC power outlet that is not controlled by a light switch. (Figure 5)
2. The MXD3G will automatically turn on and announce "System Initializing."

- When first installed, the unit will speak the signal strength, usually followed by either "Cell Module not activated" or "Insufficient Cell Service." If the MXD3G has been previously activated, the message "[number] bars, System Ready" will be heard instead. **Note: These initial messages occur due to delays in transmitting data back and forth during the first activation, and do not mean that something is wrong with the MXD3G. Continue with the following steps.**

- If the unit announces, "Cell module not activated" when the unit is first plugged in to AC power, wait about 15-20 seconds for the unit to finish its setup process. The STATUS indicator should show a steady green light (Figure 6). When this occurs, push the RESET button. After a few seconds the unit should announce "[number] bars, system ready."
 - If the unit again announces, "Cell Module not activated," please contact your service provider for assistance.
3. If the MXD again announces, "Insufficient Cell Service," please relocate the base unit to another place in the residence and plug it into a nearby AC outlet that is not controlled by a switch. Wait 30 seconds and then press the RESET button. If the unit continues to announce "Insufficient Cell Service," try another location and repeat until a strong signal is detected. If you are unable to find a location in the residence that has sufficient cell service, please contact your service provider. **Note: It is important that the signal strength be 2.5 bars or better. If the signal strength is not sufficient, the MXD3G may not activate with the cellular network or function properly.**
 4. The Status light located on the left edge of the large HELP button will appear steady green, indicating that the MXD3G is connected properly and the cellular radio has been activated with the cellular company.
 5. Test the range of the PHB to make sure it works throughout the home and yard. See *Testing the PHB (Range Test Mode)*, below.
 6. Initiate your first call to the Response Center by pressing the PHB or the HELP button.

Figure 5: MXD3G Setup

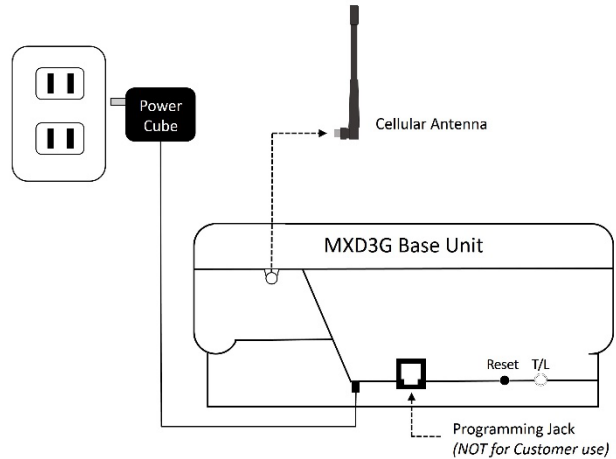
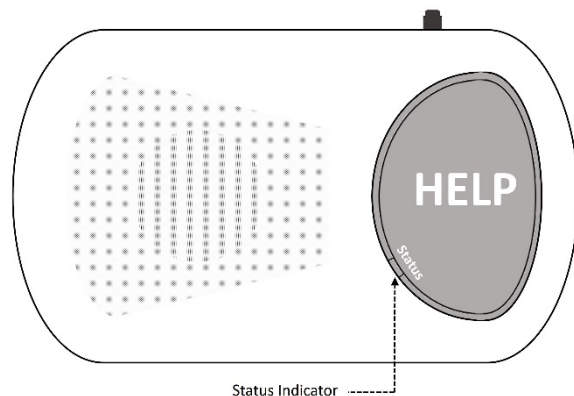


Figure 6: Status Indicator Location



Please contact your service provider if the MXD3G does not connect.

Testing the PHB (Range Test)

1. Locate the T/L button on the back of the MXD3G and press one time (Figure 5).
2. The MXD3G will announce "Range Test Mode."
3. Immediately activate the PHB by pressing and holding down the button. A green light will illuminate on the PHB and a steady tone will sound from the MXD3G, as long as it is detecting the PHB.
4. While activating the PHB, walk around all areas of the home and yard. Listen for gaps in the tone. Gaps indicate "dead zones" where the PHB is not detected. If "dead zones" are detected, try relocating the MXD3G and/or contact your service provider.
5. To finish the Range Test, stop pressing the PHB. After the tone stops, press the black RESET button on the back of the MXD3G (Figure 5). The unit will announce the "[number] bars, System Ready."

Testing the MXD3G unit

Note: The manufacturer recommends that the MXD3G be tested at least every 30 days. Most response centers welcome regular testing. Attendants are available 24 hours a day to help. Please check with your provider concerning their testing policy.

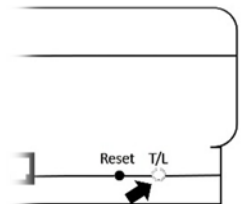
1. Press the PHB and wait for the response center attendant to speak to you through the MXD3G.
2. When the attendant answers, simply inform him/her that you are doing a test.

Turning off the MXD3G

Note: The MXD3G automatically turns on when it is connected to AC power. When the MXD3G is removed from service and/or relocated, it is very important to turn it off to preserve the battery and to keep the unit from initiating any inadvertent alarms while in transit.

1. Unplug the MXD3G from the AC outlet.
2. After the Status light begins to flash, press the T/L button on the back of the MXD3G **three** times (Figure 7).
3. The base unit will speak "Hold HELP to turn off."
Press and hold the large HELP button on top of the base unit until the Status light stops blinking

Figure 7: Test/Learn (T/L) Button



Programming Personal Help Buttons (PHB) and Other Devices - Overview

The MXD3G unit can be programmed to recognize numerous PHBs and other devices. This is done in the following high level steps:

1. Place the MXD3G base unit in the programming mode for the desired group using the T/L and RESET buttons in the sequences described below
2. Send a signal from the device to the MXD3G base unit, so that the base unit can "learn" the code into its memory
3. Program additional devices, if any, into the selected group
4. Select the next group into which devices are to be programmed
5. Program the devices into the new group
6. Continue until all devices are programmed into the desired groups
7. Return the MXD3G to normal operation mode at any time by pressing the RESET button
8. Test each device to verify that they are programmed correctly and are reporting to the response center under the correct group

The following paragraphs describe each of the above steps in more detail.

MXD3G PHB and Other Device Groups

Device codes are stored in one or more groups for each type of device. The following groups are available for each type of device:

Type of Device	Number of Groups	Number of Devices that can be stored in Each Group
Personal Help Buttons (PHBs) (mobile devices worn on the neck or wrist)	4	4
Medication Dispensers	2	1
Smoke Detectors	8	1
Supervised (stationary devices mounted on a wall or surface that must automatically report their status to base unit at intervals)	8	1
Carbon Monoxide Detectors	8	1

PHB Groups:

Codes for up to four different PHBs can be programmed into **a single** PHB group. All devices within a single group are treated by the MXD3G as if they were the same device when the MXD3G reports a signal to the response center. This allows a subscriber to have more than one PHB that always is recognized in the same way.

Example No. 1: Mary may choose to order a PHB on a neck lanyard, and another PHB on a wrist strap. If both of these PHBs were programmed into the first PHB group, both signals would simply be recognized as Mary's PHB.

Separate PHBs also can be programmed into **separate** groups so each PHB will cause a different alarm signal code to be sent to the response center. The response center will be able to recognize each PHB as distinct from the other PHB.

Example No. 2: Two individuals share one unit, where each person needs to have their own personal information and responder list on file. The first person would have their PHB(s) programmed into Group 1 and the other person would have their PHB(s) programmed into Group 2.

Programming PHBs into Groups

To program new PHB codes into PHB GROUP 1, perform the following steps:

1. With the unit turned on, press and release the T/L button on the rear of your MXD3G base unit. The base unit will announce, *"Range Test Mode."*
2. Press and release the base unit HELP button one time. The base unit will announce, *"Program Personal Help Buttons."*
3. Press and hold down the colored button on the PHB. After about two or three seconds, the unit will sound a steady tone for about one second, pause for two seconds, then sound the steady tone for another second. The unit will repeat this tone every three seconds until the button is released. This is the signal that the unit has recognized and stored the PHB code.
4. After at least one tone is received, stop pressing the PHB.
5. If more than one PHB is to be programmed into Group 1, press and hold the second PHB until the unit sounds a the tone sequence of one second tone followed by two seconds of silence.
6. Repeat the process for up to a total of four PHBS in Group 1.
7. The MXD3G can remember up to four codes in each PHB group. If a PHB is programmed into a group when there are already four PHB codes stored in that group, the MXD3G will make room for the new PHB code by discarding the code already stored in the group for the PHB that has gone the longest time since the MXD3G has received the PHB's signal.
8. After four (or fewer if desired) PHB codes have been programmed into a PHB group, press the RESET button on the back of the unit. The MXD3G will announce, *"[number] Bars, System Ready."* This completes the programming sequence, and each of the PHBs recorded in Group 1 should now be recognized by the unit.
9. Initiate a test call for each PHB by pushing the PHB and allowing the unit to call the response center.
10. If each test call is successful, the PHB is ready for service. Reprogram any PHBs that do not activate the base station when pushed.

To program new PHB codes into PHB Groups 2, 3, or 4, perform the following steps:

1. With the unit turned on, press and release the T/L button on the rear of the MXD3G base unit. The base unit will announce, *"Range Test Mode."*
2. Press and release the base unit HELP button one time. The base unit will announce, *"Program Personal Help Buttons."*

3. Press and release the base unit HELP button a second time. The base unit will announce, *"Program Personal Help Buttons Group Two."*
4. Program PHB codes into Group 2 by following steps 3 through 6 in the instructions for programming PHBs into Group 1.
5. If PHB codes are to be programmed into Group 3, press the HELP button again. The base unit will announce, *"Program Personal Help Buttons Group Three."*
6. Program PHB codes into Group 3 by following steps 3 through 6 in the instructions for programming PHBs into Group 1.
7. If PHB codes are to be programmed into Group 4, press the HELP button again. The base unit will announce, *"Program Personal Help Buttons Group Four."*
8. Program PHB codes into Group 4 by following steps 3 through 6 in the instructions for programming PHBs into Group 1.
9. After all PHBs are programmed into the desired groups, press the RESET button one time. The MXD3G will announce, *"[number] Bars, System Ready."* This completes the programming sequence, and each of the PHBs recorded in Group 1 should now be recognized by the unit.
10. Test all of the PHBs ONE AT A TIME by pressing each button and allowing the unit to call the response center. Wait to start the next PHB test until the unit has disconnected from the previous test call. Check carefully with the response center attendant to verify that each PHB has been programmed into the correct PHB group.
11. If each test call is successful, the PHB is ready for service. Reprogram any PHBs into the desired group that do not activate the base station when pushed.

Programming Medication Dispensers

Note: *Medication dispensers may not be supported by your service provider. Contact your service provider to determine if this option is available.*

To program a Medication Dispenser Code into the MXD: The MXD3G unit can be programmed to recognize up to two Mytrex approved medication dispensers that have been equipped for monitoring with the MXD3G.

Preparing the Medication Dispenser: Perform the following steps for each medication dispenser that the MXD3G will be programmed to recognize:

1. Connect the medication dispenser to its power cord and plug the power block into the wall.
2. Make sure that the medication dispenser is turned on
3. Unlock and remove the medication dispenser's top cover
4. Remove the medication dispenser's circular pill tray from the dispenser.
5. Locate the transmitter circuit board underneath the circular pill tray, between the dispenser center mechanism cover and the outer wall of the dispenser case.
6. Locate the small test button on the transmitter circuit board. It is a silver round button approximately 3/16 inches in diameter.

Programming the MXD3G to Recognize the Medication Dispensers:

1. With the medication dispenser and the MXD3G units turned on, press and release the T/L button on the rear of the MXD3G base unit. The base unit will announce, *"Range Test Mode."*
2. Press and release the base unit HELP button one time. The base unit will announce, *"Program Personal Help Buttons."*
3. Press and release the T/L button again. The base unit will announce, *"Program Medication Dispenser One."*
4. Press and hold the small button located on the transmitter inside the medication dispenser. After two to three seconds, the base unit will sound a steady tone for about one second, pause for two seconds, and then sound the steady tone for another second. The unit will repeat this sequence every three seconds until the button is released. This is the signal that the unit has been programmed to recognize the medication dispenser's code.
5. After at least one tone is received, release the button on the medication dispenser transmitter.
6. If another medication dispenser needs to be programmed to the MXD3G base unit, push the HELP button one time. The base unit will announce, *"Program Medication Dispenser Two."*
7. Using the second medication dispenser, repeat steps 4 and 5.
8. When up to two medication dispensers have been programmed, press and release the RESET button to return the unit to normal operation. The MXD3G will announce, *"[number] Bars, System Ready."*
9. Initiate a test call for each medication dispenser by pressing and releasing the small button located on the transmitter inside the dispenser. The MXD3G should detect the medication dispenser signal and initiate a call to the response center. An attendant should answer the call.
10. **Important: Verify with the response center attendant that he/she received a medication dispenser signal, not a PHB signal.**
11. If each medication dispenser test is successful, the medication dispenser can be placed in service in accordance with the dispenser's instructions.

Programming Smoke Detectors, Supervised Devices, and CO Detectors

Provisions for Smoke Detectors, Supervised Devices, and Carbon Monoxide Detectors (these devices not currently available)

Note: As of the publication date of this manual, no smoke detectors, supervised devices (such as a wall-mounted help button), or carbon monoxide detectors are available that have been configured to communicate with the MXD3G equipment. The groups for these detectors should be skipped when programming the MXD3G to recognize PHBs and medication dispensers. Press the RESET button at any time to exit the device programming mode. When the RESET button is pressed, the unit will return to normal mode and announce, "[number] Bars, System Ready."

The manufacturer has incorporated code groups for future use, for up to eight supervisory devices, eight smoke detectors and eight carbon monoxide (CO) detectors into the MXD3G unit. Each group can remember one device code. These groups are accessed in the following manner:

1. Press the T/L button on the rear of the base unit. The base unit will announce, *"Range Test Mode."*

2. Press and release the base unit HELP button one time. The base unit will announce, *"Program Personal Help Buttons."*
3. Press and release the T/L button again. The base unit will announce, *"Program Medication Dispenser One."*
4. Press the T/L button a third time. The base unit will announce, *"Program Smoke Detector - One"*.
5. If programming a smoke detector in Smoke Detector Group 1, press and hold the alarm or test button on the device transmitter. After two or three seconds, the base unit will sound a steady tone for about one second, pause for two seconds, and then sound the steady tone for another second. The unit will repeat this sequence every three seconds until the button is released. This is the signal that the unit has been programmed to recognize the device's code.
6. If programming a smoke detector in Group 2, press the HELP button and the MXD3G base unit will announce, *"Program Smoke Detector – Two."* Then complete Step 5 above.
7. Similarly, press the HELP button to program smoke detectors in Groups 3 through 8, and press the T/L button to advance to the groups of supervised devices and CO detectors. After having advanced into the desired group category, press the HELP button to move from group 1 through 8.
8. When the desired devices have been programmed, press and release the RESET button to return the unit to normal operation. The MXD3G will announce, *"[number] Bars, System Ready."*
9. Initiate a test call from each programmed device by pressing and releasing the alarm or device test button. The MXD3G should detect the device signal and initiate a call to the response center. An attendant should answer the call.
10. **Important: Verify with the response center attendant that he/she received a correctly categorized signal (Smoke Detector, Supervised PHB or CO Detector), not a PHB signal.**

Troubleshooting – Use of Status Lights

The MXD3G speaks the system status each time the **RESET** button is pressed. The **Status** light displays the following light signals when operating:

Behavior	Description
Steady Green	Unit is properly connected
Steady Red	Unit is currently trying to call the response center
Short Green Flash	AC power not available, unit is running on battery
Short Red Flash	Cellular connection problem or weak signal strength
Short Orange Flash	Cellular connection problem and AC power problem

When the MXD3G is in "Range Test" mode, the **Status** light will show:

Behavior	Description
Steady Green	Base unit is receiving signal from the PHB
Steady Red	Base unit is NOT receiving signal from PHB

Troubleshooting – Use of MXD3G Spoken Messages

The MXD3G is programmed to speak out loud status and other messages during its operation. The following table describes the meaning of those messages where it may not be obvious:

Spoken Message	Meaning	Suggested Action
Call connected, please wait	The call has been received by the response center and will be routed to an attendant	Wait for an attendant to answer. Do not press your PHB again or attempt to disconnect the call.
Call disconnected	The call did not go through. This may happen for several reasons, such as a weak cell signal, busy cell circuits, etc.	The unit should automatically try to call again in about 20 seconds after this message has been spoken. The user may also press the PHB again to initiate a new alarm call without delay.
Calling for Help	The base unit has received an alarm signal and is starting its process of calling the response center	Wait for the call to be connected to an attendant. Do not press your PHB again or attempt to disconnect the call.
Cell module not activated	The cell module in the MXD3G has not been set up with Telular, and calls cannot be processed	If received during initial installation, follow the instructions under Installation Steps, page 10 . If received after the unit has been installed and tested, try pushing the RESET button and listen for a “...System Ready” message. If the “not activated” message persists, please contact your service provider.
Cell module suspended	The cell module has been taken out of service by your provider or Telular, and calls cannot be processed	Contact your provider to determine why the module has been suspended.
Connecting	The call has reached the Telular call processing center and is being routed to the medical alert response center.	Wait for the call to be connected to an attendant. Do not press your PHB again or attempt to disconnect the call.
Dialing	The MXD3G is dialing the Response Center's telephone number	Wait for the call to be connected to an attendant. Do not press your PHB again or attempt to disconnect the call.
Factory test mode	The T/L button has been pressed with the RESET button pushed at the same time, placing the unit in Factory Test Mode	Press the RESET button to restore the unit to normal operation
Hold HELP to turn off	The MXD3G base unit is ready to be turned off.	Push the HELP button on top of the base unit to complete the power-down sequence

Spoken Message	Meaning	Suggested Action
Insufficient cell service	The cell signal is too weak to provide a reliable connection to the network	Verify that the antenna is screwed tightly to the base unit. Re-position the unit in the home to obtain a better cell signal. If these steps do not correct the problem, verify that sufficient AT&T cellular 3G service coverage is available at the residence.
Monitor Mode	The unit is in a special mode that allows a technician or attendant to listen to the signals transmitted to the network and response center	The response center attendant may ask the user to place the unit in this mode. Please follow the attendant's instructions if this is the case.
No cell module	The MXD3G cannot detect the cell phone module	The unit needs service. Contact your provider for a replacement unit.
Please check power connection	The base unit is unplugged from the wall or the AC power circuit is not energized	Verify the power block is plugged into a live AC outlet that is not controlled by a light switch
Please Service Unit	The MXD3G has been disabled by the response center or has malfunctioned	Contact your service provider for further instructions
Program Medication Dispenser	The unit is ready to be programmed to accept signals from a medication dispenser	Follow the instructions as directed on Page 14
Programming mode	The unit is in an advanced mode for programming	For provider use only. Press the RESET button to return the unit to normal operation.
Program CO Detector	The unit is ready to be programmed to accept signals from a carbon monoxide detector	No carbon monoxide detectors are currently available for programming to the MXD3G
Program Personal Help Button Group	The unit is ready to learn a PHB code into a PHB group other than Group 1	Program the PHB into the group as directed on Page 13
Program Personal Help Buttons	The T/L button has been pressed once, followed by the base unit HELP button one time. The unit is now ready to be programmed to recognize a new Personal Help Button	Program the new PHB codes into the base unit per the instructions starting on page 12 .
Program Smoke Detector	The unit is ready to learn the code for a smoke detector	No smoke detectors are currently available for programming to the MXD3G
Program Supervised Device	The unit is ready to learn the code for a supervised device	Program the new supervised device into the base unit as instructed on page 15 .

Spoken Message	Meaning	Suggested Action
Range Test Mode	The T/L button has been pressed once, placing the unit in Range Test Mode	Walk around and press the PHB to conduct a range test, as instructed on page 10 .
Service mode	The unit is in a special mode for programming.	This mode is for provider use only. Press RESET to exit the mode and return to normal operation
System initializing	The unit is being registered with the cell network	Wait for the unit to complete the registration process, after which it will speak another message
System ready	The system is in normal operation and ready to process alarm signals	Press the PHB any time that help is needed

Notifications

Your MXD3G has been registered with the U.S. Federal Communications Commission (FCC), in accordance with FCC Rules Part 15.

Repair information:

If trouble is experienced with this equipment (MXD3G personal emergency response system), please contact your provider for warranty or repair information.

Caution: Changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

Interference Information:

FCC Rules Part 15: The MXD3G complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: Your MXD3G has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Move the MXD3G away from your radio or television
- Plug the MXD3G into a different power outlet than your radio or television.
- Reorient or relocate the receiving antenna.
- Consult your service provider or an experienced radio/TV technician for help.

Notice to End User: Wireless Telephone Reliability Considerations When Using the MXD3G Personal Emergency Response System

Your MXD3G has been designed to be very reliable when sending an alarm signal to the monitoring center and then connecting the call to a live attendant. However, the MXD3G must have sufficient cell phone reception to make and maintain a call using an AT&T 3G network.

Because wireless phones communicate using radio waves, you are hereby advised that the ability of the MXD3G to connect to your monitoring center via the wireless telephone network is influenced by many factors, including:

- The distance between the MXD3G unit and the AT&T 3G network cell tower with which it is communicating. Please understand that even though you may get reliable cell service using your personal cell phone from your home, there is no guarantee that the MXD3G will do the same, as your personal cell phone may use a different network and/or lack 3G technology.
- Transmission of the cell signal may also be hindered by physical obstacles between your MXD3G base unit and the nearest AT&T 3G-compatible base station or antenna, such as hills or large buildings; the presence of unwanted electronic signals introduced by circuit components in microwaves, computers and other electrical devices; or natural disturbances created by severe weather or even cloud coverage.
- Cell signal connection quality to and from the local AT&T 3G network can and does vary, sometimes substantially, from minute to minute. Moving the MXD3G base unit even just a few feet can affect cell signal connection quality. It is possible that your unit will not be able to complete a call because of the lack of cell service even though a connection was made without problems when the unit was first installed and tested.
- A large number of cell phone users trying to use the local network at the same time may overload cell circuits and cause your MXD3G to detect a "busy" signal instead of completing its call.
- During a local disaster, personnel from local, state, and federal emergency agencies may be given priority to use the cell system. If this happens, your alarm call may not go through.
- While wireless service providers attempt to design their networks to eliminate dropped calls, busy signals and dead zones, no network is perfect and coverage breaks within the general coverage areas are still possible.
- Calls will take a little longer to be connected to the Response Center than land line calls – perhaps as much as two minutes from the time you press your personal help button – due to switching and other delays.
- Your MXD3G has an internal backup battery that will allow it to continue to operate for up to 60 hours after the loss of AC power. When the unit is powered by the battery, it may take up to 60 additional seconds to "wake up" and send a signal to the cell network, because the cell phone circuit may be turned off to save energy. If your AC power is off, please be patient while the MXD3G unit turns on its cell phone circuit and makes the connection to the network.

The MXD3G is a wireless device that can be easily moved and used in any location in which AT&T 3G cell service is available. However, it does NOT have GPS capabilities and CANNOT determine a user's location via signal transmission. The Response Center relies on the accuracy of the information you provide them

and will direct Emergency Responders to the address they have on file. Therefore, it is imperative that you promptly notify the Response Center whenever you relocate your MXD3G unit. Before choosing the MXD3G for your medical alarm needs, it is extremely important that you press your button to initiate tests of the MXD3G in the locations where you plan to use it most frequently, in order to determine that solid, repeatable cell service is present at all times.

NOTICE: THE MONITORING CENTER AND THE COMPANIES PROVIDING YOUR MEDICAL ALARM SERVICE ARE NOT LIABLE FOR PROBLEMS RELATED TO CELLULAR SERVICE AVAILABILITY OR QUALITY.